



JOB DESCRIPTION

POSITION TITLE:

Program Manager (Full-time)

SUMMARY:

The Program Manager is responsible for the implementation of programs designed to strengthen nonprofit organizations by fostering effective volunteerism and board leadership, and to connect community members with opportunities to serve nonprofit organizations for maximum community impact. This position reports to the Executive Director.

PRIMARY RESPONSIBILITIES:

Program Development - General

- Effectively recruit volunteers and match potential volunteers with appropriate volunteer opportunities.
- Manage and promote volunteer opportunities/referrals using the HandsOn Connect system and social media.
- Act as primary liaison with nonprofit organizations.
- Manage other programs identified in the strategic plan.

Program Development - Youth

- Manage the VolunTEENs program and Michigan Student Service Awards program.
- Act as advisor to the Youth Volunteer Council.
- Assist with other youth programs as needed.

Program Development – Community Outreach

- Manage Day of Caring program to engage community members in volunteer events.
- Administer Days of Service program & WMU student volunteering events.
 - Contact program partners and facilitate meetings to coordinate outreach activities, develop relationships and partner roles.
 - Identify and contact local nonprofit organizations that increase public and neighborhood safety and invite their participation in large episodic volunteer events.
 - Engage Kalamazoo Community in a minimum of three days of service throughout the year.
 - Create and implement marketing tactics to promote days of service and engage community members in service projects.
 - Effectively recruit volunteers and place them at volunteer opportunities where their skills will be best utilized.
 - Promote events to the public to increase volunteer participation.
 - Create and engage new “volunteer leaders” who can assist in planning events.
- Oversee the Corporate Volunteer Council/Employee Volunteer programs.

Program Development – Education & Training

- Develop and implement training programs for current and potential board members, volunteer managers, and other nonprofit staff to develop leadership capacity and effective volunteer programs.
 - Identify and develop relationships with local businesses, nonprofit organizations and service clubs to provide employee/member training sessions.
 - Prepare all class materials, schedule speakers, facilitate sessions.
 - Conduct volunteer management training, board development training and resources (public and custom).
 - Provide consulting support to nonprofit organizations and/or individuals.
 - Develop and implement a schedule of training workshops and classes, including volunteer management training and other training as needed.

Public/Community Relations

- Promote volunteerism through speaking engagements, articles and interviews.
- Plan and manage the STAR Awards (volunteer recognition) program.
- Represent Volunteer Kalamazoo at KAVA meetings.

General Administration

- Assist in identifying and applying for relevant supplemental grants for volunteer programs.

- Manage special projects as required to implement the strategic plan.
- Maintain data to support defined performance metrics and program evaluation efforts.
- Participate in strategic planning and budgeting.
- Provide board and/or committee support as needed.
- Other duties as assigned by the Executive Director.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Possess experience in managing programs, individuals, and groups.
- Demonstrated strong written and oral communications skills.
- Knowledge of principles and best practices for nonprofit boards and volunteer management; nonprofit board or staff experience and/or volunteer management experience is desirable.
- Able to lead training activities, speak to organizations and media.
- A high level of competency using MS Office (especially Microsoft Excel), desktop publishing applications, contact management software, and social media platforms is required. Knowledge of Salesforce and/or HandsOn Connect preferred.
- Ability to work independently or in collaboration with others. Strong leadership, strong initiative and follow-through capacity. Great attention to detail is crucial. **MUST BE A SELF STARTER.**
- Strong partnership-building and event planning skills.

EDUCATION AND TRAINING:

The qualified candidate will possess a Bachelor's Degree or equivalent experience in nonprofit management, business or related field of study. Minimum two years of related experience, or a Master's Degree in Public Administration or Business Administration.

WORK ENVIRONMENT: Professional office setting. Office is located on Metro Transit bus route and is accessible.

Revised 4/2014

Our mission: Volunteer Kalamazoo builds capacity for effective local volunteering, connects people with opportunities to volunteer and promotes volunteerism in our community. For more information on our programs and services, please visit our website at www.volunteerkalamazoo.org.

To apply: Please send resume and cover letter to Carrie Vanderbush, Executive Director at carrie@volunteerkalamazoo.org or send/drop off at Volunteer Kalamazoo, 3901 Emerald Drive, Suite A, Kalamazoo, MI 49001.

Application deadline: May 12, 2014